

B. APPENDIX B***Contacting EDS Telephone Instructions***

To access the EDS Provider Services Unit, Prior Approval Unit or Electronic Commerce Services Unit (ECS), call 1-800-688-6696 or 919-851-8888. Calls made from a touch-tone telephone will be routed to these units by an automated attendant. You may also access other units through the operator. Instructions for using are automated attendant are below:

For Electronic Commerce Services “Press 1”	For Prior Approval “Press 2”	For Provider Services “Press 3”
If you select Electronic Claims Submission from the main menu, you will be prompted to: “Press 1 to reach an ECS Analyst”	<p>If you select Prior Approval from the main menu, you will be prompted to:</p> <p>“Press 802 for Optical or Hearing Aid”</p> <p>“Press 803 for Long-Term Care, Surgery, or Out-of-State” (This also includes Psychiatric and Ambulance Prior Approval)</p> <p>“Press 804 for Dental”</p> <p>“Press 805 for DME”</p> <p>“Press 809 for Enhanced Care, Therapeutic Leave, or Hospice” (This includes High Risk Intervention providers)</p> <p>“Press 819 for Prior Approval Denial Notices”</p>	<p>If you select Provider Services from the main menu, you will be prompted to:</p> <p>“Press 806 if you are a Physician’s Office, County Health Department, Local Education Agency or Independent Practitioner” (This includes Health Check, Eye Care, Chiropractor, Ambulatory Surgery, Independent Practitioner, Nurse Midwife, Nurse Practitioner, Radiologist, Podiatrist, Health Related Services in Public School, Certified Registered Nurse Anesthetist, Independent Diagnostic Testing Facility, Independent Mental Health Providers, and Anesthesiology providers)</p> <p>“Press 807 if you are a Hospital or a Long-Term Care Facility” (This includes CDSAs, CISA, Mental Health, Psychiatric Residential Treatment Facilities, Residential Child Care Facility (Level II-IV), Nursing Facility, Hearing Aid, and Dialysis providers)</p> <p>“Press 808 if you are a Dental, Home Health Care, Personal Care, Durable Medical Equipment, Othotic/Prosthetic, Domiciliary Care Facility” (This includes Ambulance, Community Alternatives Program, DSS/DHS, Hospice, Home Infusion Therapy, Private Duty Nursing, Rural Health, FQHC, Adult Care Homes, At Risk Case Management, and HIV Case management providers)</p> <p>“Press 817 if you are a Pharmacy”</p>

For operator assisted calls, stay on the phone line or press “0”

Once you select the appropriate unit, your call will be transferred to an individual or placed in a queue for the first available agent. All calls placed in a queue are handled in the order in which they are received.